

**STATE OF NEVADA
AGING AND DISABILITY SERVICES DIVISION**

**SERVICE SPECIFICATIONS
NUTRITION SERVICE**

Any exceptions to these Service Specifications must be requested in writing and approved by the Deputy Administrator of the Aging and Disability Services Division.

PURPOSE:

To promote quality of service, the Aging and Disability Services Division (ADSD) has established service specifications that contain general guidelines. The service specifications that each grantee must follow consist of GENERAL REQUIREMENTS and PROGRAM-SPECIFIC REQUIREMENTS established for each type of funded service.

SERVICE DEFINITION:

Nutrition services provide meals to congregate and/or home-delivered meal participants.

SERVICE CATEGORIES AND UNIT MEASURES:

Congregate Meals (1 Meal) - A meal provided to an eligible individual in a congregate setting. The meal meets all of the requirements of the Older Americans Act, and state and local laws.

Home-Delivered Meals (1 Meal) - A meal provided to an eligible individual in his/her place of residence. The meal meets all of the requirements of the Older Americans Act, and state and local laws.

Special Meals (1 Meal) - A meal provided to an eligible individual that is modified both in texture/consistency (chopped or pureed) or modified based on related disease. The meal meets all of the requirements of the Older Americans Act and state and local laws.

SPECIFICATIONS:

1. Nutrition Services:
 - 1.1 Meals provided to eligible individuals in a congregate setting or delivered to individuals who are homebound due to illness, disability, or geographic isolation, which prohibits them from eating in a congregate setting.

- 1.2 Special meals may be provided, according to the nutrition program's ability, to eligible individuals who have specific dietary needs arising from health conditions, religious requirements or ethnic backgrounds.
 - 1.2.1 A health-related diet is provided in accordance with an order written by a physician. The diet must be designed by a registered dietitian.
 - 1.2.2 Nutrition programs may substitute items in a menu for clients with self-declared food allergies. Retain the nutritional quality of the meal when possible.
- 1.3 Five congregate meals, or five-to-seven home-delivered meals, are to be provided each week, except in situations where such frequency is not feasible and a lesser frequency is approved by the Division.
- 1.4 Nutrition education services are to be provided, no less than semi-annually, to congregate and home-delivered meal participants. The goal of nutrition education is to provide older persons with information that will promote improved food selection, eating habits and health-related practices.
 - 1.4.1 Nutrition education documentation for congregate meal programs shall include: date of presentation or distribution of materials; name and title of presenter; a copy of materials distributed to clients or topic discussed (if applicable); and number of persons in attendance.
 - 1.4.2 Nutrition education documentation for home-delivered meal programs shall include the date of distribution, copy of distributed material, and number of participants that received the information.
2. Nutrition Service Standards:
(ADSD's nutrition-related checklists, menus, recipes, training, forms, resources, etc. are online at <http://adsd.nv.gov/Programs/Grant/Nutrition/Resources>.)
 - 2.1 In addition to upholding sanitation and food safety standards developed by the local health authority, programs must maintain the food safety standards listed in ADSD's Food Safety Checklist.
 - 2.2 Meal production sites will hold a valid Food Establishment Permit from the local health authority.
 - 2.3 Food Service Establishment Inspection Reports for each meal production site must be sent to the assigned ADSD Resource Development (RD) Specialist on an annual basis, or as new inspections occur.

- 2.4 Programs must serve a variety of complete, balanced meals that meet ADSD's Title III-C Menu Standards.
 - 2.4.1 ADSD's approved menus and corresponding recipes must be utilized at least twice per week. Menus developed or verified by a registered dietitian as meeting Older Americans Act guidelines are sufficient replacements for the menus supplied by ADSD.
 - 2.4.2 Monthly menus, indicating ADSD menu numbers where applicable, must be sent to the assigned RD Specialist before the information is released to the public.
- 2.5 A food safety self-assessment, using ADSD's Food Safety Checklist and Cover Sheet, is to be completed by the program director, head cook or a member of the board on a quarterly basis. The program must retain a copy of the completed cover sheet for review.
- 2.6 Although drivers cannot accept tips, gifts, loans or fees from home-delivered meal participants, they may collect contributions per the program's written policy on voluntary client contributions. The use of envelopes is encouraged for confidentiality and security of the contribution.
- 2.7 Programs are prohibited from providing eligible congregate clients with "take-out" meals as an alternative to participating in the congregate meal program, which requires meals to be consumed in a group setting. These meals will not be eligible for reimbursement from USDA (NSIP) or Title III-C funding under any circumstances.
- 2.8 Programs are required to establish written policy and procedures for the provision of an alternative home-delivered meal during inclement weather, emergencies or other times when a regularly scheduled meal cannot be delivered. The policy is to include procedures for notifying clients.
 - 2.8.1 During each program year, all certified home-delivered meal recipients must receive two shelf-stable meals. Clients are to be advised to save the meals for an occasion on which the program cannot deliver a regularly scheduled meal. Shelf stable meals will be counted on the date of delivery.
- 2.9 Training shall be provided for all paid and volunteer personnel to assure the safe preparation and delivery of meals. The director is responsible for ensuring that all foodservice-related personnel are properly trained.
 - 2.9.1 Upon employment, and before working in the kitchen, the director and head cook must have taken and passed the Division's online

food safety tutorial. Additionally, the director and head cook must successfully complete ServSafe (or a Division-approved equivalent) training within six (6) months of employment and maintain such certification throughout employment. Certification is achieved by passing this training's nationally recognized examination in food safety.

Recognized providers of the ServSafe food safety class and examination are:

National Restaurant Association
1200 17th St., NW
Washington, DC 20036
202-331-5900
www.restaurant.org

Nevada Restaurant Association
1500 E. Tropicana, Suite 114-A
Las Vegas, NV 89119
702-878-2313
www.nvrestaurants.com

Sysco Intermountain Food Services, Inc.
9494 S. Prosperity Road
West Jordan, Utah 84081
801-563-6300 or 800-366-3674
www.syscointermountain.com/

Sysco Food Services of Las Vegas
6201 E. Centennial Pkwy.
Las Vegas NV 89115
702-632-1800
www.syscolv.com

Or any other ServSafe-certified trainer.

2.9.2 When the director is not housed on-site, and a site manager supervises kitchen staff and volunteers, the site manager must also successfully complete training outlined in item 2.9.1.

2.9.3 ADSD may reimburse the cost of one ServSafe book and exam per certification cycle for personnel outlined in 2.9.1 and 2.9.2. Travel, per diem and lodging expenses will be considered if travel of 50 miles or more, one-way, was required to attend the class. Expenses related to reexaminations for failed exams will not be reimbursed.

2.9.3.1 The program must contact its assigned RD Specialist to inquire about reimbursement.

2.9.4 All other paid and/or volunteer foodservice-related staff must have four (4) hours of training on food safety topics related to their job duties. All staff must complete the training requirement within three (3) months of hiring/volunteering. Successful completion of the Division's online food safety tutorial or food handler training from a local health authority will meet this requirement.

- 2.10 All recipients of home-delivered meals will be visited at their homes by program staff to be certified regarding the need for service. The continued need for service should be periodically reviewed and documented by staff to assure program resources are being appropriately allocated. Documentation must include:
- 2.10.1 The date service was started;
 - 2.10.2 The qualifying condition(s) that prevents the individual from attending a congregate meal site, and any documentation concerning the noted condition(s);
 - 2.10.3 A notation whether the client has a working refrigerator, freezer, microwave and stove;
 - 2.10.4 The estimated length of time the individual is expected to receive home-delivered meals. The length of certification must be based on the client's qualifying condition and cannot exceed 12 months. Each assessment and reassessment must include a determination of when the next reassessment should take place;
 - 2.10.5 Documentation regarding the need for weekend or second meals, if provided by the program. The program is responsible for the costs associated with providing a second meal in any one day, unless the program's assigned ADSD RD Specialist has approved, in advance, in writing, the need to supply additional meals to a client due to extenuating circumstances; and
 - 2.10.6 The date of certification and signature of certifying staff member.
- 2.11 Incorporating services that promote client independence in the community should be part of the initial home-delivered meal client assessment/ certification and recertification.
- 2.12 Grantees are required to establish a written, home-delivered meal service termination policy, which includes at a minimum:
- 2.12.1 Reasons for Termination:
 - 2.12.1.a The client's decision to stop receiving services;
 - 2.12.1.b Reassessment, which determines the client to be ineligible;
 - 2.12.1.c Improvement in the client's condition or removal of geographical barriers, which eliminates the need for

home-delivered meals;

2.12.1.d An increase in the availability of support from friends and/or family;

2.12.1.e Institutionalization of the client (in either an acute care or long-term care facility); or

2.12.1.f Death of the client.

2.12.2 Clients will be provided written acknowledgement of their request to end service, or, for reasons other than death or institutionalization, a determination of ineligibility and termination. Notification of client termination must include the reason, date service will end or be terminated, and referrals to other providers, if appropriate. Retain a copy of the notification for the client's file.

2.13 The program is to ask each congregate and home-delivered meal client to fill out the "Determine Your Nutritional Health" nutrition risk screening form as part of the annual registration process. The resulting risk score is to be used to determine if the client is at High Nutritional Risk, per the directions on the form. The resulting determination is to be entered into the NAPIS section of the client's file in the Social Assistance Management System (SAMS). Program directors are encouraged, in a confidential setting, to refer clients who are determined to be at High Nutritional Risk, and not receiving any nutrition treatment or intervention, to visit his/her doctor for follow-up and possible referral to dietitian for nutritional guidance and assistance, as appropriate.

2.14 Clients determined to be in need of other services shall be assisted with appropriate referrals.

2.15 Each nutrition program must maintain a perpetual food inventory, which is updated on a continuous basis to accurately record the level of goods on hand, and conduct a physical verification of the inventory on a monthly basis (PIN 23). For proper internal control, incoming and outgoing goods are not to be verified by the same employee.

2.15.1 A sample perpetual food inventory spreadsheet is available at <http://adsd.nv.gov/Programs/Grant/Nutrition/Resources>.

2.16 Program directors, or a nutrition program representative, are required to attend all ADSD-sponsored nutrition-focused conferences and/or trainings.